

The Human Touch

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And More!

Director's Message

Our compensation proposals were accepted in part by the 2007 legislature and our Department employees will receive a 3.5 percent salary increase as a result. This is very good news! I am pleased to be able to advocate for our employees and the good work they do for Utah's community.

In addition to the salary increase, the Legislature gave the executive branch a 1.5% discretionary salary increase to address the "hot spots" some divisions experience with salary compression, retention challenges and high turnover. The DHS management team is in the process of considering those options right now.

Our legislative session was fairly successful in that we were able to get the bills passed that we needed to get passed, we were able to modify those that we had issues with, and we were listened to when we raised objections to other bills. I hope you will all continue to give me input on proposed legislation when it affects the work you do.

As a result of your responses to the employee survey, we took considerable time at this month's Executive Leadership Team meeting to discuss employees' general concerns. I asked each manager and leader to give me specific ideas about how they will respond to employees in their area. Thanks again for giving me input!

As we look forward, the Department is already starting to plan some valuable employee recogni-



Lisa-Michele Church
Executive Director

tion efforts for later this year. In the employee survey, you told us this continues to be a concern. Each division has new plans to give employees more voice in the decisions made and more feedback when their opinions are listened to. I will be reporting to you on those as they are achieved. Also in response to the survey, we are listening to your concerns about salary compression by the way we will administer the discretionary increase throughout DHS. Some of our survey responses contained concern about workload issues. I am pleased that some of the appropriations this year (especially for DCFS and DSPD) will include money for additional caseworkers. That should help. Still to come, I will be working on your comments about supervisors, training, education and others.

Thank for being part of a great team!



Here's Richard Anderson

Carol Sisco, Human Services Public Information Officer

Richard Anderson is just a grandpa to granddaughter, Hannah, and wife, Cathy. Hannah adds that he is "pretty good at checkers. He takes me fishing and to gymnastics."

Many others decided Anderson was "pretty good" too as he retired from a profession that is all about caring. Anderson's work life was devoted to children and families, so is his home life.

"The first thing he says when he gets home is how are the grandkids? What are they doing?" Cathy said. "The next is 'gotta check my email.'"

Anderson, a social worker, started his career as a rural caseworker in 1973. He retired as Utah Division of Child and Family Services Director Feb. 15. As friends and colleagues gathered for a retirement party one week earlier, they described a hard worker who cares.

Some examples:

He is soft spoken with a big strong heart. - Utah Foster Care Foundation Director Dallis Pierson

Integrity. You can count on him to be honest, fair, thoughtful in all decisions. - Curt Giles, DCFS caseworker, Clearfield

Compassion. A consummate professional. - Mark May, Utah Attorney General's office

When I started here Richard took me into his office and asked what I wanted in my career, and we talked about my family. He still remembers them 13 years later. - Mark Robertson, DCFS supervisor, Clearfield

Excellence. Mellow under fire. Somebody you can count on no matter what. - Julie Bradshaw, Primary Children's Hospital

Dedicated. He is very dedicated to families. - Tim Holm, Utah Department of Workforce Services

Grace, poise and calmness. - Niki Wolfe, DCFS constituent services

He is good with people. He is a calming influence. - Mark Ward, Human Services Deputy Director

Part of it is humor. When things are difficult, he uses humor to diffuse or stop us being so serious for a minute. - Adam Trupp, Utah Association of Counties

Driven, selfless, character, caring, fights for causes, quick wit. - Daughter Lindsay Harding

Compassion, non-intrusive, respectful, genuine and pleasant. - Lucinda Ward, DCFS caseworker, Salt Lake City

Richard is kind above anything else, a wonderful listener. - Kristin Brewer, Guardian ad Litem

He is DCFS and has an unbelievable work ethic. - Katy Larsen, DCFS

An absolute fighter for protecting children and families. A great accomplishment is the legacy he is leaving. - Marie Christman, Human Services Deputy Director

Energy. Enthusiasm. Gets it done. - Kay Harrison, Office of Licensing

An amazing leader with vision. He truly did something I believed impossible in moving an entire system. - Carol Baumann, DCFS Northern Region Director

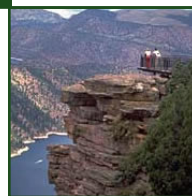
Richard you have to know the legacy you leave extends beyond the boundaries of Utah. - Letter from Robin Arnold-Williams, former Human Services Director

Commitment to children and families and staff. - LaRay Brown, Salt Lake Valley DCFS Director

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Grandchildren - Hannah Anderson and Quincy Wadley



Here's Richard Anderson (continued)

A very compassionate person, a great listener and he genuinely care for the people he works with and the people we serve. – Gaby Anderson, Juvenile Justice Services Deputy Director

He is as good of a father as he is an employee.
– Matt Anderson, son

He is an example of the values and principles of social work. – Todd Minchey, DCFS Southwest Region Director

He's the gold standard, the benchmark everyone tries to stand up to. He's as good as it gets. – Alan Ormsby, Aging & Adult Services Director

For 'newbies,' he's the one we look up to. – George Kelner, Services for People With Disabilities Director

We're paying tribute to a person who has had an impact on the lives of so many. ...You have made a difference. – Human Services Director Lisa-Michele Church

What can we say? You have earned the right to retire and you did it on your own. You are the embodiment of a public servant. – Gov. Jon M. Huntsman Jr.

"What we really know is there are hundreds of people out there who make sacrifices every day," Anderson told well-wishers. "DCFS is a wonderful family. We take care of each other. We wanted to build a system that was caring and disciplined. I think we have."



Family - Andrew Wadley, Lisa Wadley, Cathy Anderson, Quincy and Paige Wadley

Treatment Mall Opens

Lynette Willie, Div. of Substance Abuse and Mental Health

PROVO- Patients can now shop and choose classes or activities in the newly opened Recovery Skills Center at Utah State Hospital. The March 8th grand opening "sale" featured fun free samples and trial offers of the many classes and topics now available.

The new Recovery Skills Center provides a wide variety of classes and tools to enhance recovery from mental illness. The treatment mall model is state-of-the-art and used in about 30 percent of state hospitals across the country. Utah chose the name, Recovery Skills Center for their treatment mall, to reflect it being a centralized place to "purchase" new skills.

Meaningful activities are provided for patients to develop skills necessary for returning to the community. Patients can choose classes such as daily life skills, vocational training, education and social skills.

Patient's quality of life is improving by providing these opportunities to learn and socialize. At other hospitals, the patient outcomes have ranged from developing the desire to have a job and live independently to learning how to take transportation and live at home.

Supt. Dallas Earnshaw reported that out of a total of 159 adult patients, 135 participate in the Recovery Skills Center and are responding positively to the new approach. As of March 2007, the USH is offering over 100 classes with 700 enrollment opportunities.



Pictured: Kathy Bruner, OT - Amy Gandre, OT Student - Cindy Rogers, OT assistant

Profiles in Adventure – Janell Pugh

Donna L. Russell, Executive Director's Office

Clearfield – “You don’t have to be superhuman,” Janell Pugh said. “It’s OK to be at the back of the pack. Just go, and do it.”

Going and doing has been Janell’s outlet for the nearly 10 years she spent doing child protection services investigations in Davis County. Many people do not stay in CPS for a career like Janell.

“It’s my niche,” she explained.

She credits her longevity in DCFS to having “an outlet.” And her outlets are way out there! Such as sleeping at 17,000 feet and 22 degrees in the Himalayas last November on her way to Everest Base Camp.

One would not think Janell had been to many exotic and adventurous places across the globe when looking at her in her office. Yet, she completed the Tour de Mont Blanc (a 100-mile hike from France, through Italy, Switzerland and back to France), a bike trip across southern Utah, trekking in Patagonia and mountaineering on Mt. Rainer, Wash.

“How do you decide where to go?” I asked. Pugh said she subscribes to adventure magazines like “Outside” and “National Geographic Adventure.” “Watching the Discovery Channel inspires me too,” she said. “People who go on adventures like to write and tell about them, so there’s lots to read and others to talk with.”

“I could actually do it. I didn’t have to be a superwoman,” Janell said when asked about lessons learned. Sometimes people say they would be too scared or nervous to do what she does. Her response? Just do it! Pugh learned that she doesn’t always need to be the first person in line; it’s OK to be in the back and the last



Mt. Everest - Base Camp



“There’s always an excuse not to do things, but if you really want to – you find a way!”

- Janell Pugh

person back to base camp at day’s end. “I had to quit comparing myself to others, and told myself if it takes me eight hours to finish a Century (bike ride) that takes other people five hours, that’s alright.”

Not all of Janell’s trips take her across oceans. She makes adventure happen closer to home with long bike trips. How does a bike trip from Davis County to Firth, Idaho sound? This adventure consisting of many flat tires, rain and hitch-hiking rides. Or how about a seven-day ride from Blanding to St. George? Imagine that – Blanding to St. George on a bike! To me that’s a long, long car trip.

It’s no secret investigating child abuse situations can be stressful and difficult to leave at the office. I asked Janell what has kept her specializing in sexual abuse investigations for almost 10 years.

“I’ve learned to leave work at the office and go home.” Is it easy? Absolutely not. She said the low pay and stress are tough to deal with. “Sometimes problems with the agency of arm-chair quarterbacking or high caseloads make it tough. But great co-workers and community partners - like the detectives - help a lot.”

“When I see how other people live, I come back thinking I have too much. Other people live so simply paying attention to what is important: their family, religion and working hard,” Janell said when asked what she learns on adventures that she then uses in her investigations.

“We are here because your family relationships are important,” Janell tells the families she meets

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Profiles in Adventure – Janell Pugh (continued)

with. Meeting people across cultures she has seen the importance of those family relationships – no matter the climate or economy.

Her adventure outlets help her continue to serve the children and families of Davis County and grow as a person. "Getting out and getting away reminds me to drop the stress and excess baggage along the way."

How does a caseworker save up for big adventures?

"I will eat peanut butter and jelly for a month to save money if I need to," she said. "There's always an excuse not to do things, but if you really want to – you find a way!"

Find a way is just what Janell Pugh does. She has found ways to balance work with being a world-wide adventurer.

What's her next trip? Maybe the High Atlas Mountains of Morocco or maybe New Zealand.

Next week? "Come to work, try my best and give families all the information I can."

For Janell everything comes down to "HOPE," the word taped on her computer. "Hoping that things will improve for one person, one child even for myself. You have to believe people can and will change. After all, I've changed!"

"Janell is a great employee and has an excellent working relationship with law enforcement they just love her and frequently request her assistance. She is an adventure driven person that loves outdoor sports. If she isn't climbing the side of the biggest mountains in the world she is peddling down the high-ways on her bicycle."

- Mark Robertson, DCFS, Davis County

Recently she was at Northridge High School when a young woman came up to her and said, "Thank you for helping me!" At Christmas a young mom sent her a Christmas card to say, "Thank you."

Maybe not all Janell's adventures are on mountain tops – maybe some are right in Davis County.

"It's now or never. We don't have to be super-human to get out there – just do it!" Find your niche whether that be kayaking, learning to play the guitar or climbing mountains – just go and do it!"

I'm ready to plan my next trip – how about you?

Nominations Remain Open for Employee of the Year Award

There are still 10 days to submit employee of the year nominations! Putting a nomination together can be a group effort – you don't have to do it alone.

The Department of Human Resources honors one exceptional state employee in this annual event.

The nomination criteria and forms are available at:

<http://www.dhrm.utah.gov>

Employee of the Year nominations goes directly to Department of Human Resource Management no later than 5:00 PM – March 31, 2007.

Contact person is Sharon Ford, sfoard@utah.gov

Questions? Call Donna L. Russell, 801/538-4608 or dlrussell@utah.gov I'm happy to help.

FYI – You will have another opportunity to nominate outstanding employees during the Department of Human Services, Executive Director's Awards coming in summer 2007.



The Human Touch

March Edition

Postcards – “Wish you were here!”

This month's questions:

What are you looking forward to now that Spring is here? What's the last book you've read? What did you do before coming to DHS?

From:

Ryan Evans
Manti, DCFS

On Spring – “I love to fly fish up in the mountains out of Manti.”

On Book - The Lost Classics of Jack O'Conner. A collection of previously unpublished stories by this outdoor writer.

Before DHS - 17 years with the Department of Corrections, Institutional Probation Officer at Gunnison Prison.

Sidenote: Ryan said, “CPS work is far more difficult than I ever realized!”



To:

All the great folks in DHS!

From:

Jacky Bell
Ogden, DSPD

On Spring - “Warm days, the sun on my face and BBQing!!!!”

On Book - I have two that are too good not mention both:

The Ant and the Elephant: such a great experience I recommend to everyone!

The Secret: Oh my, this should be required for anyone living. This is a DVD.

Before DHS - Human Resources Analyst/Trainer for Division of Human Resources Management, serving the Tax Commission.



To:

All the great folks in DHS!

Thanks to Ardella Peterson from Manti for suggesting her co-workers!

You too can email your co-worker's name in for “Postcards” DLRussell@utah.gov



The Human Touch

Postcards – “Wish you were here!” (continued)

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The Limelight

Lisa-Michele Church, Executive Director

It was a pleasure, but not a surprise to receive this kind of recognition for one of our employees. Every day I am told by community partners of the exceptional efforts of our staff to best serve the needs of their clients. This is one example out of the many, many times our staff provide the highest quality of service.

From Judge Kimberly K. Hornak, Third District Juvenile Court to Lisa-Michele Church, Executive Director:

"I just had a hearing on the above juvenile, 'F.S.' Ellen McIlff from DCFS prepared a Home and Family Risk Assessment on this case earlier in the week. On Wednesday, February 22, at a hearing I asked Ms. McIlff to finalize this juvenile's placement as well as set specific appointments for evaluations and to address educational needs. I set the case for another hearing this morning.

Ms. McIlff clearly spent a great deal of time on this case – it appears she worked overtime to accomplish all of my requests. This report is one



Ellen McIlff loves the Oregon Coast

of the most detailed, competent, professional reports I have ever received. It is an outstanding report. As a result of her diligent work, this young lady was able to be released from detention this morning and is well on her way to making some positive changes. I praised her in court and I wanted you to know the excellent job she did.

I know you hear too often about problems with reports and workers and do not hear enough praise. Please let her know again how pleased I was with her work and report."



The Human Touch

March Edition

Word of Mouse



DHS Training Calendars:

www.hstraining.utah.gov

Interested in learning about other training and conferences? Visit the department training website, www.hstraining.utah.gov.

The website details calendars for division specific training, general human resource training and in-state department supported conferences. Whether you are planning an event or looking for training opportunities, the calendars are a great way to identify current and upcoming training events and presenters.

Are you aware of a training or conference that we don't have listed? If so, please notify Elizabeth Sollis, esollis@utah.gov 801-538-4275. You may also submit events online on the training calendars, www.hstraining.utah.gov.

DSPD/MH Local Liaisons:

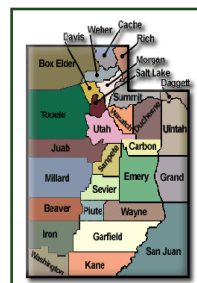
http://www.dhs.utah.gov/local_liaison.html

Recently representatives from Division of Services for People with Disabilities and Division of Substance Abuse and Mental Health came together to figure out a best practice, which includes identifying local liaisons, for providing services to consumers with both mental health issues and disabilities.

The liaisons coordinate with each other on various constituent inquiries or consumer concerns and are considered the mental health and disabilities specialist/expert for that region.

To locate a local liaison in your region/area, be sure to visit the link above. Remember, no man is an island – we are all in this together!

Find liaisons available in your area!





The Human Touch

Looking for Foster Dads of the Year

Do you know an outstanding foster dad in your region? The Utah Foster Care Foundation wants to hear from you.

Many, many dads go the extra mile for children in foster care and now's the time to recognize them! The nomination form is available at: <http://www.utahfostercare.org/frnewsletter.html>

A dad from each region will be honored during The 5th Annual Chalk Art Festival at The Gateway, June 15-16 (Fathers' Day weekend). Award recipients will spend the weekend with their families in Salt Lake, complete with a free hotel stay, reception and lots of gifts!

Nomination deadline is April 20th.

More information:

Deborah Lindner

Community Relations Coordinator

Utah Foster Care Foundation

(801) 747-0517 - direct

(801) 231-9950 - cell



2006 Foster Dad of the Year DeWayne Gwinn with Mayor Corroon & Dallis Pierson, CEO UFCF

Readers Respond February Human Touch

Feb. 2007 Number 2 Utah Dept. of Human Services Together We Make a Difference

The Human Touch

Director's Message

Employee compensation is one of the most sensitive issues in the public sector. It's a complex issue that involves many stakeholders, including legislators, employees, and the public. As a leader, it's my responsibility to ensure that our compensation system is fair, competitive, and sustainable. I am grateful for the support and input of all our employees and the community in this process.

Lisa Michele Church, Executive Director

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"I just read Lisa-Michele Church's message including a portion of her comments to the appropriations committee concerning employee compensation. I am very grateful for an Executive Director who is supportive of employees in this fashion. Thank her for us." - Glenn Barrow, ORS

"I have to say it was wonderful to read the article about Lisa-Michele and what she is trying to do for all of us with the legislators. If it weren't for the newsletter we would never know about such things . . . knowing we are being thought of is ALMOST as good as money!!!" - Christine Nguyen, DSPD

"Donna, this is so good that I'm printing copies to send to our JJS Board Members. This is such valuable information, and so positive. Please let your committee know how much they're appreciated!!!!" - Judy Hammer, JJS

"Thanks for DHS Director, Lisa-Michele Church, for addressing the legislature on behalf of DHS employees. Her comments regarding compression and compensation were excellent and show that she is listening to and acting upon our concerns." - Nancy Valdez, DSPD

"Thank you for the nice commemoration. This will go in the beautiful scrapbook that Patti Van Wagoner made for me." - Richard Anderson, Retired Director, DCFS

The Division of Substance Abuse and Mental Health is co-sponsoring the 56th Annual University of Utah School on Alcoholism and Other Drug Dependencies, June 24-29th. "June School" is internationally recognized for increasing awareness of health and social problems of alcoholism and other drug dependencies. Tracks for June School include:

- Women's Treatment • Criminal & Juvenile Justice • Pharmacy • Nursing
- Treatment & Rehabilitation • Education • Substance Abuse Overview
- Professional Treatment • Current Issues & Drug Trends

Partial scholarships, based on financial "need", are available. If you are interested in learning more about this year's School (including scholarships) please contact Sue Langston, 801-538-4343, slangston@utah.gov or visit their website, <http://uuhsc.utah.edu/uas/>.

Training Tidbits

Are you ready to Spring forward with new information and skills? Below are just a few of the upcoming training opportunities supported by the department:

Family Links Conferences 2007 - Southeast

March 24, 2007

Monument Valley, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160,

jackie@utahparentcenter.org

or visit www.utahparentcenter.org. Note: Registration fees apply.

Utah Correctional Association Annual Spring Conference

March 25-28, 2007

Holiday Inn Conference Center

St. George, Utah

For additional/registration information contact Jennifer Bartell, 801-261-6464,

jkbartell@utah.gov. Note: Registration fees apply (early registration ends 2/25/07).

Family Links Conferences 2007 - North

April 13-14, 2007

Sandy, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160,

jackie@utahparentcenter.org

or visit www.utahparentcenter.org. Note: Registration fees apply.

Generations Conference

April 19-20, 2007

Salt Lake City Hilton City Center

Salt Lake City, Utah

For additional/registration information contact Tia Korologos at ESI Management Group, 801-501-9446, tia_esimgt@msn.com. Note: Registration fees apply.

Western Region Child Welfare Institute

April 25-26, 2007

Aspen Grove, Utah

For additional/registration information contact Marlene Goodrich, 801-538-4405, mgoodrich@utah.gov. Note: Although the training is designed to meet the needs of DCFS employees, non-DCFS individuals may register/attend.



Learning is like rowing upstream: not to advance is to drop back.
- Chinese proverb

Annual Crime Victims Conference: The Power of One. The Strength of Many.

April 26-27, 2007

South Towne Exposition Center

Sandy, Utah

For additional/registration information contact Jennifer Menteer, jmenteer@utah.gov, 801-238-2360. Note: Registration fees apply.

Family Links Conferences 2007 - Southwest

April 27-28, 2007

St. George, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160,

jackie@utahparentcenter.org

or visit www.utahparentcenter.org. Note: Registration fees apply.

TANF, Food Stamps and Child Care for Human Services Agencies Conference

April 30-May 2, 2007

Radisson Hotel Salt Lake City Downtown

Salt Lake City, Utah

For additional/registration information contact Simone Roy, 603-271-4694, sroy@dhhs.state.nh.us, Dague Clark, 603-271-4817, dbclark@dhhs.state.nh.us, or visit the HSFO website, <http://www.hsfo.com/>.

School on Alcoholism and Other Drug Dependencies

June 24-29, 2007

University of Utah

Salt Lake City, Utah

For additional/registration information contact Susan Langston, 801-538-4343, slangston@utah.gov. Note: Registration fees apply; partial scholarships are available.

